

LEARN TO LOVE SUPPORT

2 October 2016 / PyDX Conf / Jerome Comeau /
@heronymus / jerome.comeau@jeromecomeau.com

WHO IS THIS A\$\$&*!&

Jerome Comeau

@heronymus

Jerome.Comeau@jeromecomeau.com

<https://jeromecomeau.com>

20 years in Ops

15 years in Support

8 years in Portland

2 years at PyDX

2 days since shaving my beard

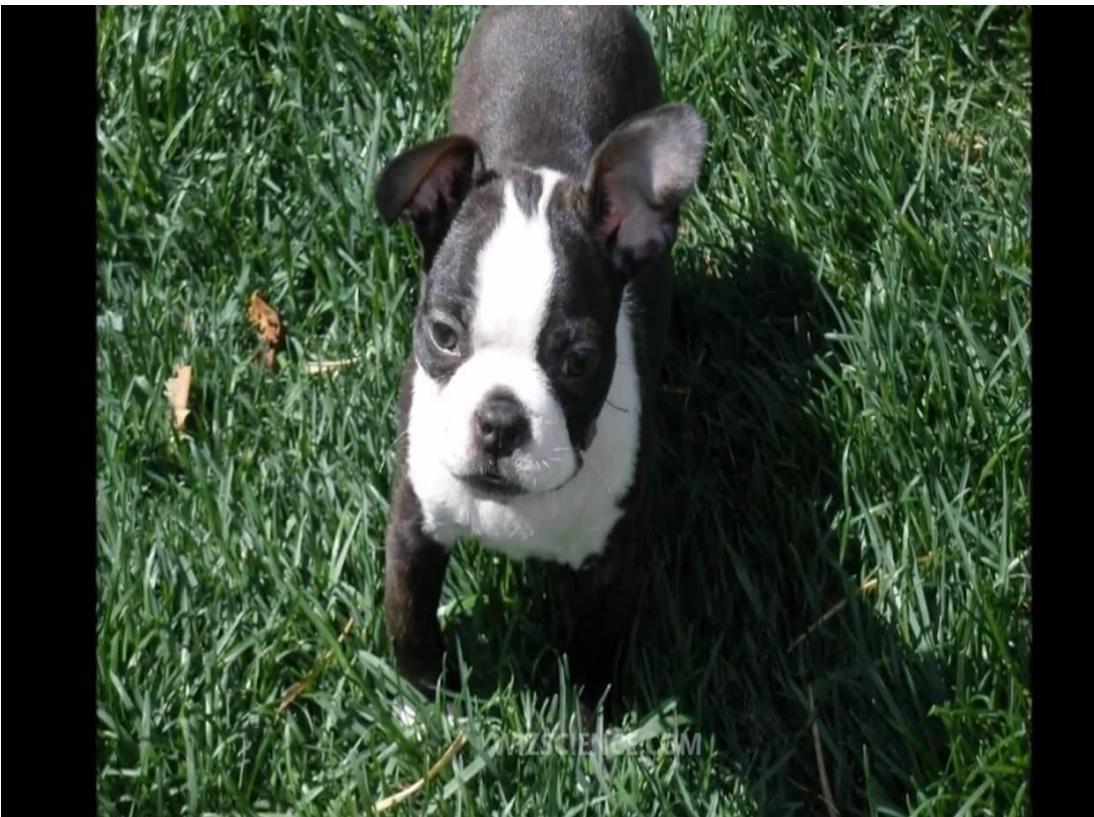
@heronymus / jerome.comeau@jeromecomeau.com



WHAT THE HELL IS HE TALKING ABOUT (PT. 1)

Support! Roles:

- Rubber Meets the Road
- Tip of the Spear
- Vanguard of the Company
- Guard dog of the App
- More analogies than you can shake a stick at

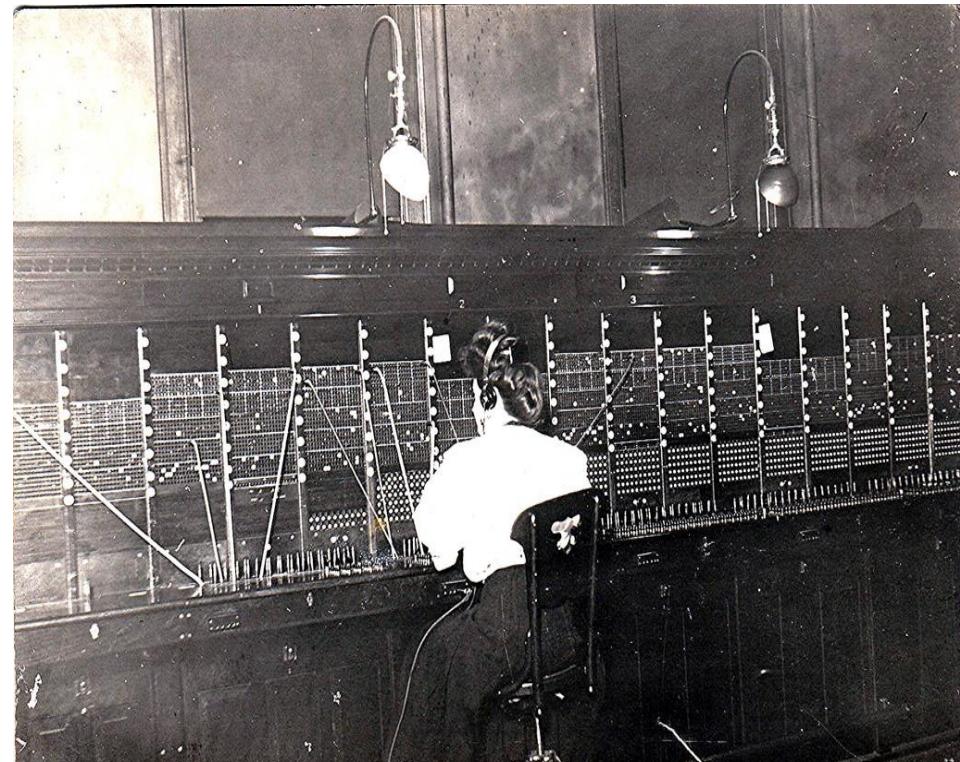


@heronimus /
jerome.comeau@jeromecomeau.com

WHAT IS HE TALKING ABOUT (PT. 2)

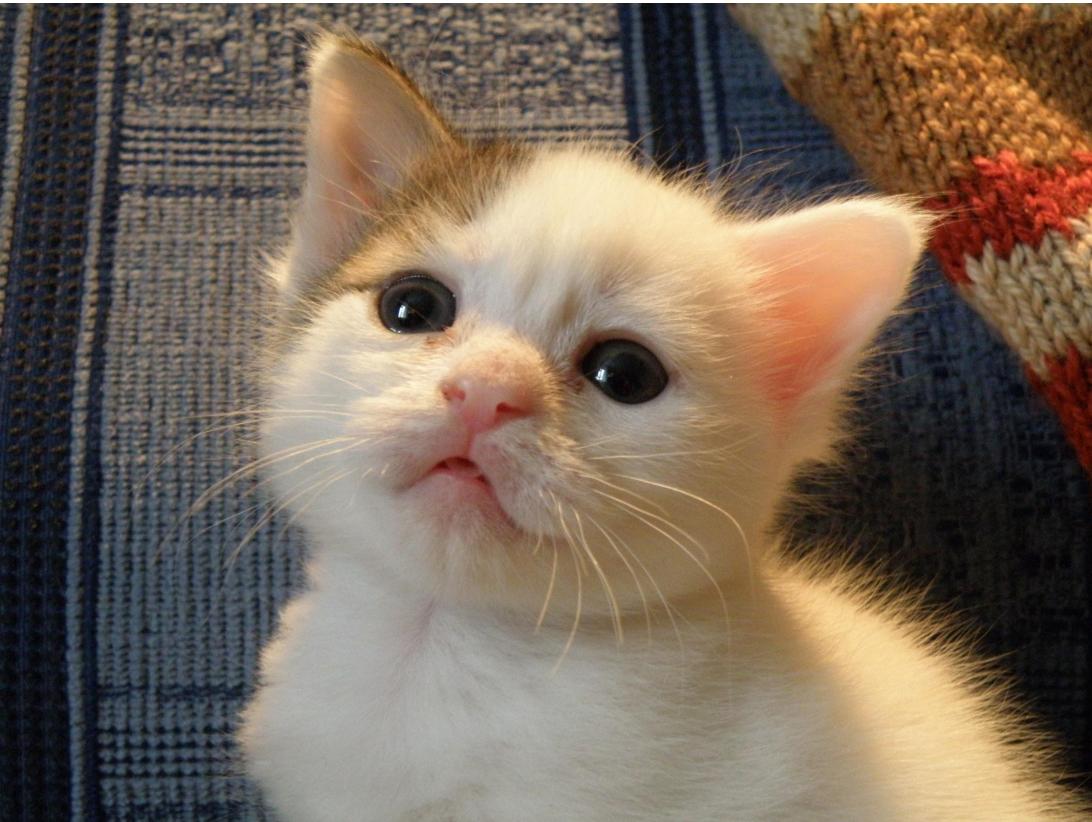
Support! Jobs

- Talking to customers
- Talking to operations
- Talking to Accounts
- Talking to
Engineering/Development
- Anything anyone else doesn't
want to do that Support can't
get out of doing



@heronymus /
jerome.comeau@jeromecomeau.com

THE FIRST MIDDLE BIT



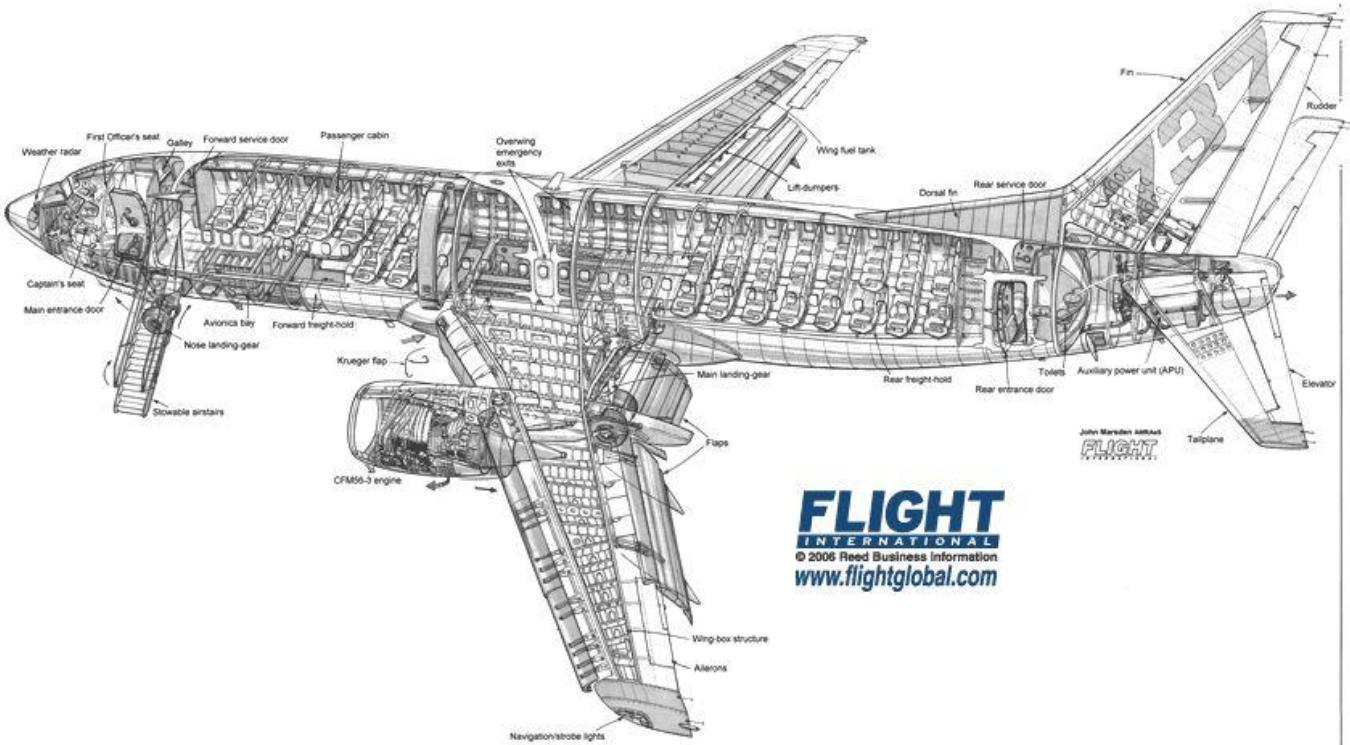
Here is a picture of a sad kitten while I say a lot of discouraging things about Support.

Don't worry, it'll get better soon.

@heronymus /
jerome.comeau@jeromecomeau.com

METAPHOR ALERT!

Sadly, I
couldn't find a
CC licensed
Exploded view.
You have to
settle for
this.



@heronymus /
jerome.comeau@
jeromecomeau.com

THE SECOND MIDDLE BIT



A series of Wild(e)
exaggerations to make
a point.

@heronimus /
jerome.comeau@jeromecomeau.com

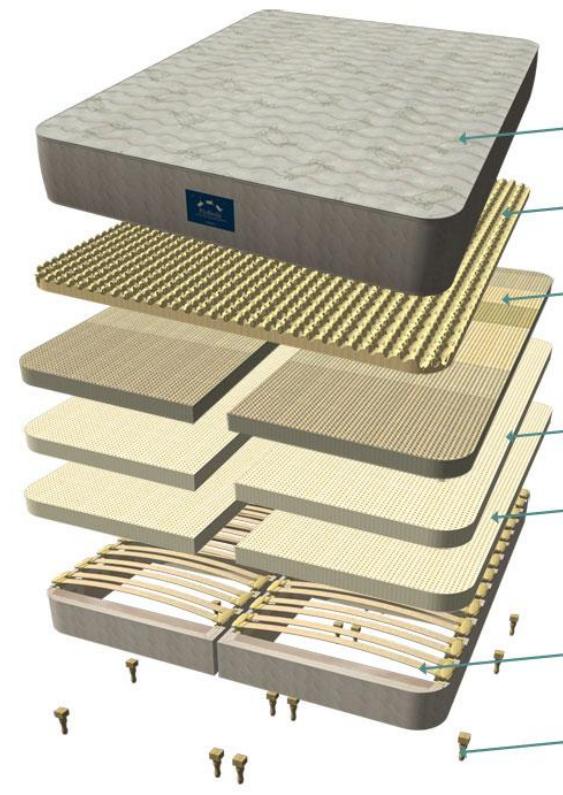
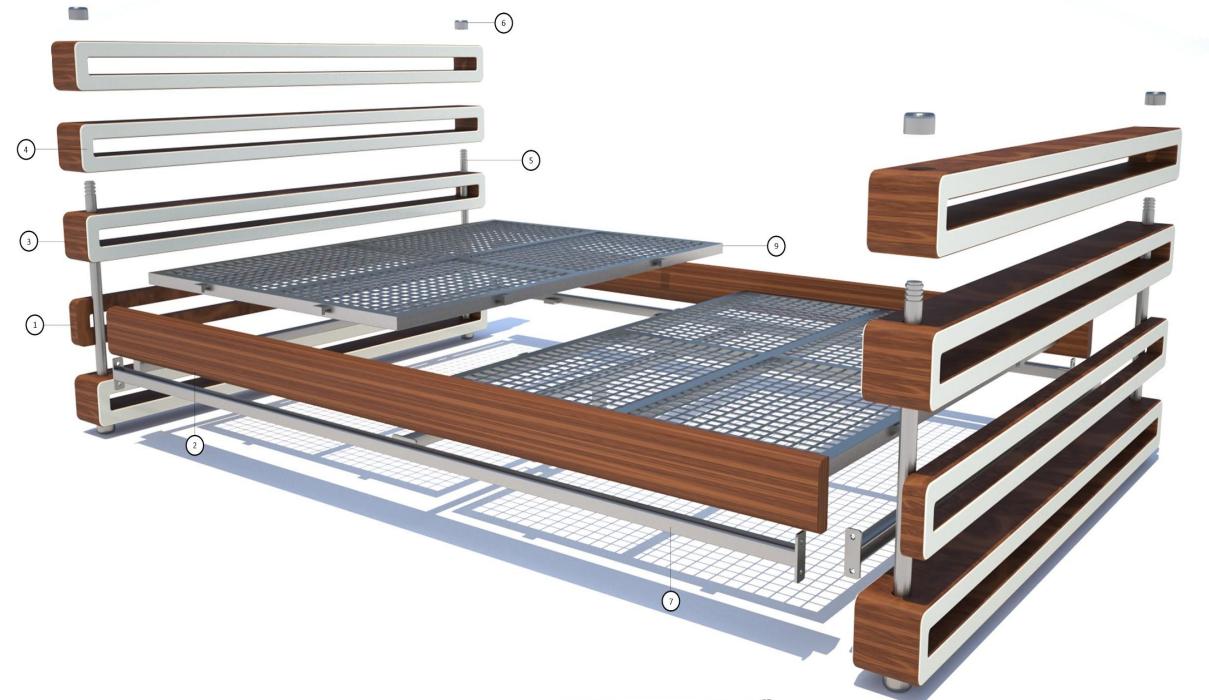
THE FINAL MIDDLE BIT

Please Try to Keep In Mind:

- Empathy
- Education
- Escape
- Enclusion (yes, I know)



METAPHOR ALERT! (PT. 2)



IT'S OVER!

I hope you enjoyed my talk.

Any questions? Also, here is a snake.

